Step 1 - “Check-In” the Turo app to Verify your License

- License verification opens **24H before** the reservation. Start via **“Trips” -> “Check-In”** in Turo

- Please complete ASAP to avoid delay. For assistance, call (415) 965-4525 or Chat with Turo Support





No License Verification = No Keys

Step 2 - Finding the Vehicle

- **Home Location** - The car will be parked on Falcone Parkway. Look up and down Falcone as shown below.

- **RDU** - Car location will be provided with photos. Guest pays for car removal at parking deck pickup, but not return.

- **Custom Delivery** - Refer to the messages/pictures in the Turo app.





Step 3 - Unlocking the Vehicle

- **Check your Turo messages** for the vehicle unlock code (requires Step 1). Code will work one of two ways below.

  - **Enter the 5-digit code** via the keypad on **Driver's Door**

  OR the **4-digit code** for the **LockBox**.





Troubleshooting / Guidelines

The engine isn't turning on! / The car turned off!

● This car is a Hybrid, just like a Prius - it drives like an electric golf cart at low speeds to save you Gas!
● Put the car in Drive, and Go, even if the engine isn't running!!

Does it require EV charging?

● **No charging is required!** Use regular "87" Gasoline and drive like a normal car. The Chevy Volt prefers higher Octane, but it is not required. Volt comes with a free charge.

The Gas isn't 100% full

● The Ford Escapes have this issue and may show ⅞ of a tank when they are parked at an angle. Be sure to fill 100% before dropoff as it may display under ¾ if you fill to ⅞ and will incur a refueling fee.

How do I connect to FORD Apple Carplay / Android Auto?

● Connect your Bluetooth to "F7-XXX" or "ATOTO-XXX" and follow the instructions on your phone, as needed.

The radio screen is blank

- Turn the car off, open the door, and wait 3 seconds. This resets the stereo. On occasion, this occurs when connecting a new phone.

How do I connect to Bluetooth in the Chevy Volt?

Click this link for an instruction video. Please note that bluetooth may take 10 seconds or so to connect after the car starts.

Guidelines for a Smooth Trip

1. ﷺ No Smoking, No Perfume ﷺ Turo charges $150 and bans accounts for smoking violations. Excessive coverup fragrance looks suspicious - Please don't.

2. Don’t let others drive the car without adding them in Turo! You will lose insurance!

3. ﷺ Please keep the furry ones at home. Pet hair can incur a fee.

4. Tickets, Tolls, and Gas/Mileage overages are automatically charged to the payment on file. Pay attention to your mileage. Tolls are invoiced a few weeks after the trip.

5. Return the car on time or Extend the reservation. Late returns will be charged improper use and late return fees.

Book us again at rduhybrids.com !

We hope you have a great rental!